

Subject: Engineering Information – Check Trailer Message Displayed with No Trailer Connected

Attention: Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL — refer to the latest version of Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado	2014	2017			All	All
GMC	Sierra	2014	2017			All	All

Involved Region or Country	North America
Additional Options (RPO)	Equipped with TRAILER PROVISIONS-SPECIAL EQUIPMENT, H.D. (RPO Z82)
Condition	Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI. Some customers may comment on a “Check Trailer” message displayed when no trailer is connected to the vehicle.
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Correction

If you encounter a vehicle with the above concern, ensure that it is not the trailer receptacle located near the rear bumper or a trailer fuse condition.

Visually inspect the connector attached to the Trailer Brake Power Module for debris or missing plug in (X1-16).

Important: Do not disconnect the connector from the trailer brake power module connector from the module.

If diagnosis still concludes an issue with the trailer brake power module, contact one of the engineers listed below.

Contact Information

Engineer Name	Phone Number
Robert Clark	586-289-0553
Jim Dishman	586-522-2717

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
2480288*	Engineering Information – Trailer Brake Power Module Concerns	0.4 hr
*This is a unique Labor Operation for Bulletin use only. It will not be published in the Labor Time Guide.		

Version	1
Modified	